

Apple Health text messages

Beginning in May 2023, the Health Care Authority (HCA) is sending text messages to clients notifying them to complete a renewal to stay insured.

HCA is also sending texts on behalf of the Department of Social and Health Services (DSHS) to clients who need to submit an eligibility review.

Apple Health (Medicaid)

Apple Health coverage includes individuals who are:

- An adult age 19 to 64 years old.
- Applying for children.
- A parent or caretaker applying with children.
- Pregnant or applying for someone who is pregnant.

Text message

Apple Health clients may have received the following text messages if it's time to renew their coverage.

Apple Health (Medicaid): Message frequency varies. Message & data rates may apply. Reply STOP to opt out. For help or to view T&Cs, visit hca.wa.gov/text

It's time to renew Apple Health coverage to stay insured. Visit wahealthplanfinder.org before the end of the month.

How do I complete my renewal?

There are several options to renew coverage:

- **Online:** Go to [Washington Healthplanfinder](https://wahealthplanfinder.org).
- **Mobile app:** Download the [WAPlanfinder app](https://wahealthplanfinder.org).
- **Phone:** Call the Washington Healthplanfinder Customer Support Center at 1-855-923-4633.
- **Paper:** Submit an [Application for health care coverage \(18-001P\)](https://hca.wa.gov/health-care-coverage).
- **In-person:** Local resources who, at no additional cost, can help clients apply for health coverage. [Local enrollment assistance](#) | [Map](#)

Learn more about [renewing coverage](#).

Classic Medicaid

Classic Medicaid coverage includes individuals who are:

- An adult age 65 or older.
- Have blindness or a disability.
- Eligible for Medicare.
- In need of long-term services or supports.

I get health care coverage through DSHS. Why is HCA texting me?

HCA is Washington State's Medicaid agency, and we are sending the text on behalf of DSHS. DSHS manages Medicaid, also called Classic Medicaid, for people who are over age 65, on Medicare, or with a disability or blindness.

Text message

Classic Medicaid clients getting coverage through DSHS may have received the following text messages if it's time to renew their coverage.

Apple Health (Medicaid): Message frequency varies. Message & data rates may apply. Reply STOP to opt out. For help or to view T&Cs, visit hca.wa.gov/texts

It's time to complete DSHS eligibility reviews to stay insured. Visit washingtonconnection.org to renew before the end of the month.

How do I complete my eligibility review?

There are several options to renew coverage:

- **Online:** Go to Washington Connection.
- **Paper:** Submit an [Application for aged, blind, disabled/long-term care coverage \(HCA 18-005\)](#).
- **Phone:** Request an application by calling 1-877-501-2233.
- **In-person:** Visit a local Department of Social and Health Services (DSHS) office.
 - For Aged, Blind or Disabled coverage: [DSHS Community Services Office](#)
 - For Long-term Services and Supports: [Home and Community Services Office](#)

Learn more about [renewing coverage](#).

Transitioning to Classic Medicaid or Medicare

Text message

Clients transitioning to Classic Medicaid or Medicare coverage may have received the following text messages if it's time to transition their coverage and apply with DSHS. This happens when a client turns age 65 or becomes eligible for Medicare.

Apple Health (Medicaid): Message frequency varies. Message & data rates may apply. Reply STOP to opt out. For help or to view T&Cs, visit hca.wa.gov/help

Act now to apply for Medicaid or Medicare Savings Programs. Visit washingtonconnection.org to renew before the end of the month.

How do I apply for Classic Medicaid or Medicare?

There are several options to apply for coverage:

- **Online:** Go to Washington Connection.
- **Paper:** Submit an [Application for aged, blind, disabled/long-term care coverage \(HCA 18-005\)](#).
- **Phone:** Request an application by calling 1-877-501-2233.
- **In-person:** Visit a local Department of Social and Health Services (DSHS) office.
 - For Aged, Blind or Disabled coverage: [DSHS Community Services Office](#)
 - For Long-term Services and Supports: [Home and Community Services Office](#)

Learn more about [renewing coverage](#).

Frequently asked questions

Why am I getting this text message?

Our records show you or your authorized representative (AREP) gave us your phone number. We need you or your AREP to complete your renewal to stay insured. If you recently got this phone number and are not an Apple Health or Medicaid client, you may ignore the text and opt-out.

What number is the text message coming from?

HCA is sending text messages from 888-689-5016.

What if I don't have Apple Health or Classic Medicaid coverage?

If you do not have Apple Health or Classic Medicaid, we likely have an outdated or incorrect phone number for someone who does. You do not have to take any action and can reply "STOP" to not get further texts.

You have Apple Health if you have an active ProviderOne services card or are assigned to a managed care plan. The managed care plans are:

- Amerigroup Washington
- Coordinated Care of Washington
- Community Health Plan of Washington
- Molina Healthcare of Washington
- UnitedHealthcare Community Plan

How often will I get a text?

Currently, we are only sending text messages when someone in the household has not submitted a required renewal or eligibility review. If you opted in to getting text messages from your managed care plan, they may also send you a text message.

What if I don't want any more texts?

Reply to the text with "STOP" to no longer get text messages.

I received a text message saying I had to pay over the phone to keep my coverage. Is that true?

HCA, DSHS, and the Washington Healthplanfinder will never ask for money to enroll or re-enroll in Apple Health coverage. Scammers are texting and calling clients claiming they must pay to renew their Medicaid coverage. Do not share banking or credit card information with anyone claiming to be from HCA, DSHS, or Apple Health.

If you receive a phone call or text message that you think is a scam, hang up and don't respond. You may report potential fraud complaints to HCA by:

- Email: WAEligibilityfraud@hca.wa.gov
- Voicemail: (360) 725-0934
- Fax: (360) 725-1158, Attn: WA Apple Health Fraud

Who do I contact with questions?

Apple Health (Medicaid): If you are under age 65, have a child, or are pregnant, call the HCA Medical Assistance Customer Service Center at 1-800-562-3022 or email askmagi@hca.wa.gov.

Classic Medicaid: If you are age 65 and older, on Medicare, or are a person with blindness or a disability, call the DSHS Customer Service Center at 1-877-501-2233.

Wireless terms and conditions and privacy policy

You are enrolled to receive wireless messages from Washington State Health Care Authority. By subscribing to this alerting service, you agree to the following Terms & Conditions. To stop receiving messages, text STOP to unsubscribe. For help, text HELP.

Most wireless service providers provide text messaging services. While there is no charge to sign up for wireless updates, your wireless service provider may charge per message. Check with your provider for details on additional costs.

Terms and Conditions

User Privacy

Washington State Health Care Authority will not share nor use your mobile number for any other purpose than for updates from the selected client.

User Fees

Washington State Health Care Authority does not charge recipients to receive text messages. However, message and data rates may apply.

Frequency

Message frequency varies.

Opt-Out

To Opt-out (discontinue receiving messages), reply STOP from your mobile device. We will confirm your Opt-out by text and you will not receive any additional messages from Washington State Health Care Authority unless you Opt-in again.

Warranty

Washington State Health Care Authority is not liable for any delays in the receipt of any SMS messages connected with this program. Delivery of SMS messages is subject to effective transmission from your wireless service provider/network operator. Carriers are not liable for delayed or undelivered messages.

Use Case Descriptions

Washington State Health Care Authority will send SMS messages related to information and alerts about the government services provided by Washington State Health Care Authority.

Questions?

If you have questions or problems or need assistance, please contact support@granicus.com.

Privacy Policy

Washington State Health Care Authority respects your privacy. We will only use the information you provide to transmit your text message. Nonetheless, we always reserve the right to disclose any information as necessary to satisfy any law, regulation, or governmental request, to avoid liability, or to protect our rights or property.

When you complete forms online or otherwise provide an organization with the information in connection with the wireless message service, you agree to provide accurate, complete, and true information. You agree not to use a false or misleading name or a name that you are not authorized to use. If we, in our sole discretion, believe that any such information is untrue, inaccurate, or incomplete, we may refuse you access to the service and pursue any appropriate legal remedies.